

Erick Medrano

821 E Chipman
Phoenix, AZ 85040

joseerickmc1994@icloud.com

602.576.0393

EXPERIENCE

Hirey

Account Executive

Phoenix, AZ

July 2023 – December 2023

- Initiated contact with potential customers, presenting and demonstrating products/services, addressing inquiries, and closing deals
- Achieved monthly sales targets and worked cross-departmentally to enhance overall business success

Media Direct

Client Service Representative

Phoenix, AZ

March 2019 – October 2022

- Built and maintained strong relationships with clients, serving as the primary point of contact for inquiries, order fulfillment, and issue resolution
- Established rapport and trust with clients through effective communication, empathy, and a proactive approach, resulting in increased client loyalty and referrals

Cox Communications Inc.

Retention Specialist

Deer Valley, AZ

January 2015 – May 2016

- Managed a high-volume caseload of customer accounts, proactively reaching out to customers to address their needs and ensure their satisfaction with Cox Communications services
- Conducted in-depth needs assessments to identify opportunities for upselling and cross-selling additional products and services, contributing to an increase in revenue per customer

Tommy Hilfiger

Sales Associate

Phoenix, AZ

March 2013 – November 2014

- Resolved customer inquiries and concerns in a professional and timely manner, consistently achieving positive resolutions and building customer loyalty
- Leveraged strong product knowledge to drive sales through effective communication of Tommy Hilfiger merchandise features and benefits

EDUCATION

South Mountain Community College

Associate in Arts & Associate in General Studies Degrees

Phoenix, AZ

August 2013 – May 2014

- Graduated college in 1 year through proactive enrollment in college courses during high school

Bourgade Catholic High School & Fairfax High School

General Studies, High School Education

Phoenix, AZ

August 2009 – May 2013

- Exemplified strong leadership as co-captain of the high school soccer team, promoting teamwork, camaraderie, inclusivity, and respect among teammates
- Successfully balanced academic commitments while actively participating in the chess club, attending regular practices, and dedicating weekends to tournaments and competitions

ADDITIONAL INFORMATION

Languages: Fluent in Spanish (Native Language), Fluent in English (Native Language)

Certificates: Broadband Telecommunications: Account Services (Rio Salado College Accreditation)

Skills: Customer Service, Relationship Building, Product Knowledge, Communication, Teamwork, Time Management, Phone Etiquette, Microsoft Office Suite, Data Entry & Management, Customer Relationship Management Systems, and Troubleshooting/Technical Support